



March 29, 2013

This Week:

- Monday's missed sailings
- U.S. Coast Guard meeting
- FAC executive committee meeting
- Get to a national monument by way of ferry
- Reopening of the Anacortes/Sidney, B.C. route
- Ferry rides
- WSF spotlight
- Customer compliment

Monday's missed sailings

I would like to sincerely apologize to customers affected by the missed sailings on Monday morning on the Mukilteo/Clinton and Vashon/Fauntleroy/Southworth routes. Due to staffing issues, we missed the 5:35 a.m. departure from Mukilteo and the 5:45 a.m. and 6:40 a.m. departures from Vashon Island and the 6:10 a.m. departure from Fauntleroy. Our vessels are staffed at U.S. Coast Guard required levels and we cannot sail without all required personnel aboard. I am disappointed as the head of the ferry system and on behalf of our customers that we could not make these scheduled sailings. Personnel involved in the incidents may be disciplined as appropriate. We have spoken with our union representatives regarding the issue, and I have asked my team to explore all available options to prevent this situation from occurring again.

U.S. Coast Guard meeting

On Monday, I met with Captain Ferguson of the U.S. Coast Guard Sector Puget Sound. We discussed many issues, including training, upcoming drills and exercises, and [liquefied natural gas](#) as a potential fuel for the fleet. I always appreciate the opportunity to meet with our maritime regulators.

FAC executive committee meeting

I had the opportunity to sit down with the Ferry Advisory Committee (FAC) executive committee on Tuesday to discuss current issues facing the ferry system. The executives are comprised of the chairs from each FAC. FAC members are appointed by their respective counties. If you are interested in participating in your FAC, I would encourage you to contact your [FAC chair](#) or county about how to get involved.

Get to a national monument by way of ferry

All you need to do is hop on a ferry out of Anacortes to the San Juan Islands. On March 25th President Obama [proclaimed](#) 1,000 acres of the San Juan Islands a national monument. Plan your next trip by visiting our online [sailing schedule](#).

Reopening of the Anacortes/Sidney, B.C. route

On Sunday, March 24, WSF was joined by local elected officials and community members for the first run of the season between Anacortes and Sidney, B.C. Photos of the celebration are available [online](#).

Ferry rides

Last week, I ended up catching an earlier ferry out of Southworth on Friday afternoon, and rode the *Klahowya* with Captain Kelly Lippincott and Chief Mate Brett Wheeler. This Thursday, I had the

opportunity to meet with Captain Pete Jefferson and Able-Bodied Seaman Dusty Rodes aboard the *Chetzemoka* and Captain Darrell Kimmerly and Chief Mate Charlie King aboard the *Issaquah*.

WSF spotlight

New this week in the WSF's homepage [spotlight](#) is 1,000 acres of the San Juan Islands declared a national monument.

Customer compliment

I received the following compliment this week from a customer of the Fauntleroy/Vashon Island/Southworth route. I want to applaud WSF Ticket Seller Patti Snyder and the crew of the *Klahowya* for the excellent customer service demonstrated – thank you!

I am writing to formally acknowledge my gratitude for the exceptional customer service exhibited yesterday ... While traveling home to Vashon Island yesterday, Wednesday, March 27th, I mistakenly place a Redbox DVD in the garbage located on the Klahowya car deck. Upon realizing my mistake I returned to the dock and spoke with Patti Snyder in the office. Without hesitation she listened to my story, made note of specific information, and placed several phone calls in an attempt to locate the DVD. Thankfully the movie was located and returned. The professionalism demonstrated by Patti Snyder and the willingness by other WSF personnel to search for the lost item are a wonderful testament to the care and concern that so many WSF workers demonstrate on a daily basis. It is my hope that the individuals responsible for locating my lost item are acknowledged for taking the extra time and making the additional effort.

Next Week:

- Olympic Class ferries progress meeting
- Meeting with Lummi Nation
- Lean management meeting

David Moseley's weekly updates are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

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